

Experiences at a (sort of) Rural Community Health Center:

Klamath Open Door Family Practice

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KODFP

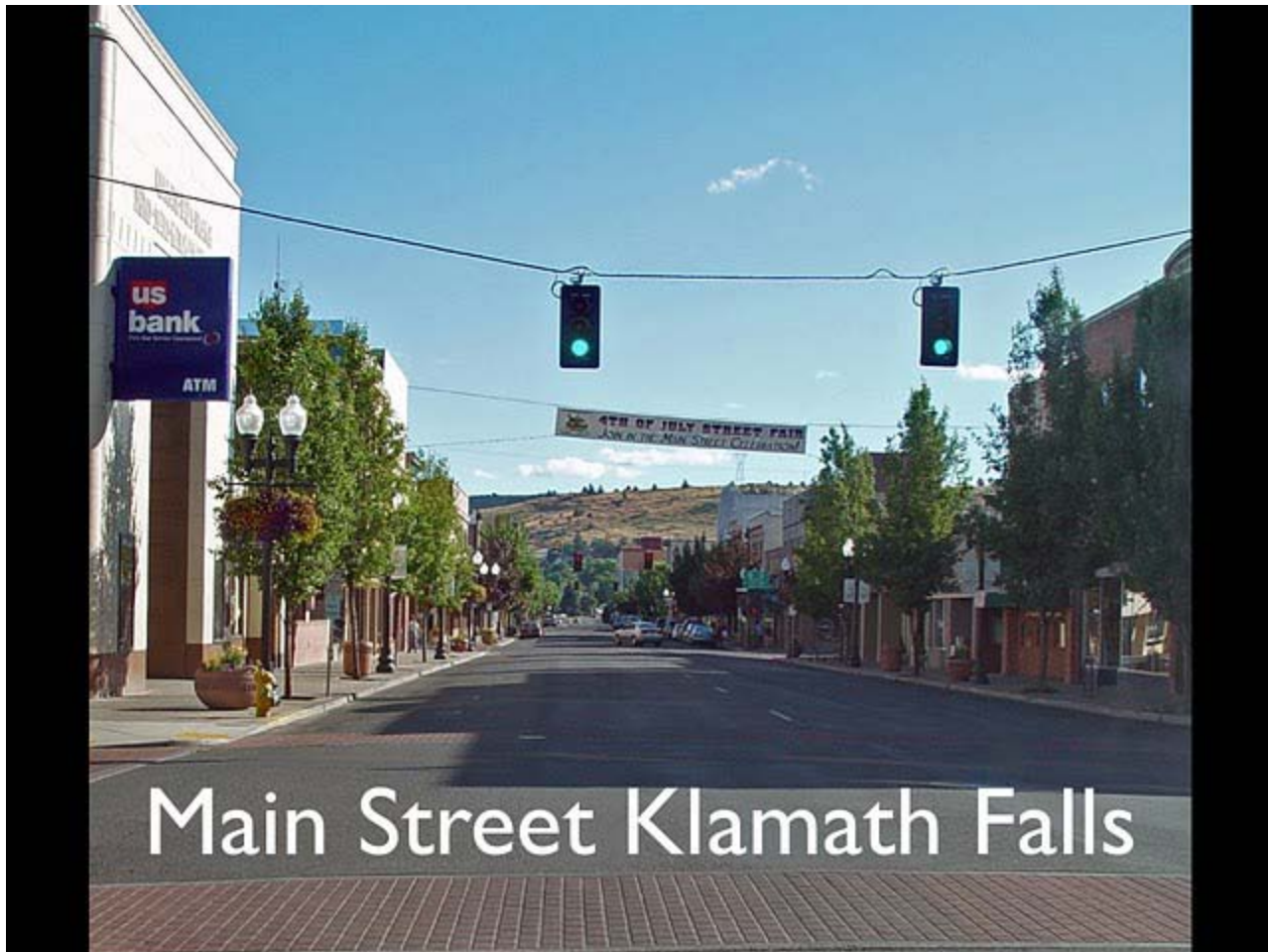


Chiloquin Open Door

(Second Site)



Klamath Falls



Klamath County

- Population: Klamath County ~65,000
 - Klamath Falls ~20,000

Oregon Employment Department – Current Unemployment Rates
<http://www.qualityinfo.org/olmisj/AllRates>

	May-10	Apr-10	May-09
U.S.	9.70%	9.90%	9.40%
Oregon	10.60%	10.60%	11.60%

Klamath County	12.90%	12.40%	14.00%
Lake County	12.40%	11.30%	12.10%





The Health Center Program: What is a Health Center?

<http://bphc.hrsa.gov> (Health Resources and Services Administration)

Comprehensive, culturally competent, quality primary health care services to medically underserved communities and vulnerable populations. Community-based and patient-directed organizations that serve populations with limited access to health care.

- **Fundamentals**

- Serve a high need community (HPSA)
- Governed by a community board, the majority composed by health center patients
- Provide comprehensive primary health care services as well as supportive services
- Provide services available **to all** with fees adjusted based on ability to pay
- Meet other federal performance and accountability requirements

- **People Served**

- People of all ages.
- People without and with health insurance.
- People of all races and ethnicities.
- Special populations.

- **Types of Health Centers**

- Grant-Supported Federally Qualified Health Centers
- Community Health Centers serve a variety of underserved populations and areas.
- Migrant Health Centers serve migrant and seasonal agricultural workers
- Healthcare for the Homeless Programs.
- Public Housing Primary Care Programs
- Federally Qualified Health Center Look-Alikes
- Outpatient health programs/facilities operated by tribal organizations



National Association of Community Health Centers <http://www.nachc.org/about-our-health-centers.cfm>

- The need:
 - 46 million Americans lack insurance and 56 million lack medical access due to local shortages of primary care physicians.
 - Nearly 1,500 counties across the every state have disenfranchised populations and do not have a health center.
 - \$18 billion a year is wasted on unnecessary visits to hospital emergency rooms for health care that could and should be provided by a health center.

Health centers provide substantial benefits to their communities:

- They serve 20% of low-income, uninsured people.
- 70% of their patients live in poverty.
- They provide comprehensive care, including physical, mental and dental care.
- They save the national health care system between \$9.9 billion and \$17.6 billion a year by helping patients avoid emergency rooms and making better use of preventive services.

Klamath Health Partnership

"Our mission is to serve our community by offering excellent care and eliminating barriers to health."

- Variety of providers:
 - 7 Physicians (1 IM, 1 FP w/o OB, 5 w/ OB – 3 are new hires)
 - 3 Physician Assistants
 - 1 Family Nurse Practitioner (solo provider at second site)
 - 1 Psychiatric Nurse Practitioner
 - 4 Dentists
- 2 clinic sites
- On site x-ray, fingerstick labs and draw station.
- EMR (Epicare) as part of broader CHC network
- Patient assistance (DAP), DM educator, and Nurse Case Manager.

Patients Served

- ~10,000 patients served by the clinic:
 - 37,677 patient encounters over 2009
- 42% Medicaid, 17% Medicare, 80% are below 200% FPL.
- Uninsured (~1/3 of patients) have sliding scale.
- Spanish speaking
- Small proportion of patients are privately insured.

Outpatient

- 4 days of clinic a week

20-30 patients/day (depending on provider)

Procedures: Colposcopy, LEEP, Cervical Cryotherapy, Flexible Sigmoidoscopy, Vasectomy, Excisional biopsies, Nasopharyngoscopy, Circumcisions, basic fracture management/casting, Holter monitoring, basic ultrasound, thoracentesis, paracentesis, NSTs.

Inpatient

- One hospital in Klamath County
(Sky Lakes Medical Center)
- Total Beds 176



- Hospital call split amongst MDs
- 1 provider acts as KHP's hospitalist without formal clinic duties
- Previously: 7 days of call
- Now: Friday-Monday / Tuesday-Thursday
 - average census of 8-18 inpatients

Procedures performed: Central lines, lumbar puncture, thoracentesis, paracentesis, ICU/Ventilator management, Colonoscopy/EGD

Obstetrics

- Average of 1-4 deliveries/month per provider
- Cover our own patients weekdays
- Shared OB call with CEFP on weekends
- Resident teaching
- Anesthesia and operative OB/GYN on-call (not in house, ~1/2 hour away)
 - No VBAC

Example of Klamath's "Babies Online"

– our community's way of sharing births.

Quaroalee Dinah

The Klamath Basin is blessed with the arrival of a baby girl!

The Staff of Sky Lakes Medical Center add our congratulations and very best wishes to **Jacqueline and Brian** on the birth of their beautiful new daughter **Quaroalee Dinah**.

Birth Statistics

Weight: 6 pounds and 2.8 ounces

Length: 20

Time: 10:47 p.m.

Date: Tuesday, June 8, 2010

Delivered by: Sarah A. Lamanuzzi, M.D.

Baby's Doctor: Sarah A. Lamanuzzi, M.D.



Nursing Home Care

- Each provider has a panel of patients at the local skilled nursing facility
- Each provider supervises patients in hospice and in adult foster care homes.



Challenges

- Uninsured- No coverage
 - Meds- DAP and local \$4 plans. 340B program at local pharmacy.
 - Radiology and labs (in house)
 - Specialists (phone consults, OHSU)
- Specialists-
 - No dermatology, nephrology, endocrinology in town
 - On call GI, ENT, neurology, neurosurgery, urology, rheumatology only 1/3 of nights
 - No inpatient dialysis, but do have outpatient dialysis managed by nephrologists in Medford (1.5 hours away)

- Psychiatry
 - No inpatient psychiatry; very difficult access to outpatient psychiatry. Near impossibility of placing anyone on a psychiatric hold.
- Dental-
 - City water is not fluoridated; neither is well-water that is utilized by many residents of Klamath County.
- Distance
 - ~1 hour radius- snow

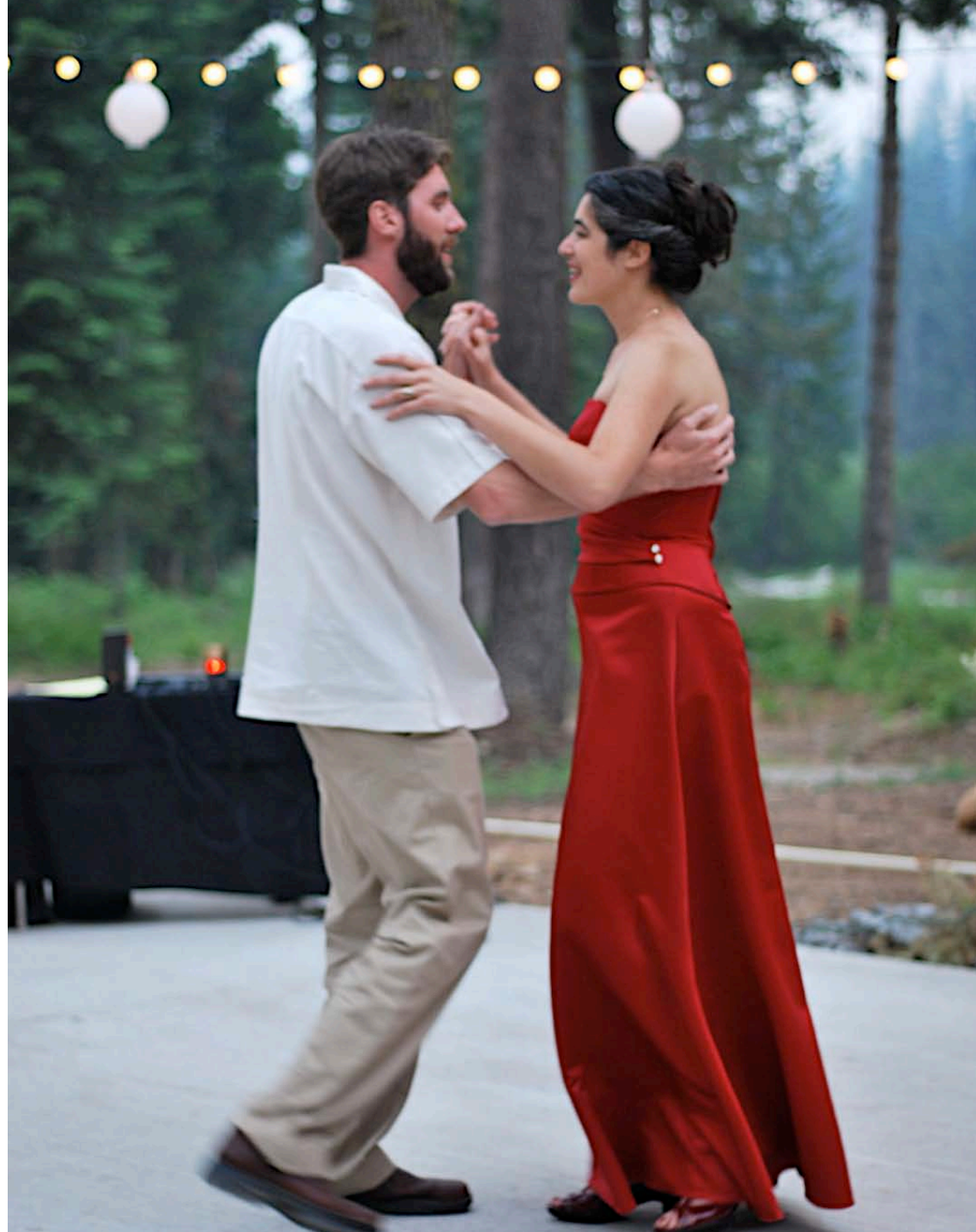
- Patient advocacy.
 - Aspects of social work/coordination of care.
- Physician recruitment
 - Older primary care physicians retiring
 - Significant others
 - Salary

Advantages

- Full scope practice
- Autonomy
- Patient/community appreciation
- Loan Repayment
- Outdoor activities

Crater Lake





Contact Us

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